

RECEIVED
CENTRAL FAX CENTER

:5167424366

5/ 19

JUN 07 2004

OFFICIAL

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**Applicants:** Debra L. Beibesheimer, et al.**Examiner:** Isaac M. Woo**Serial No.:** 09/778,378**Art Unit:** 2172**Filed:** February 7, 2001**Docket:** YOR920000766US1 (14069)**For:** CUSTOMER SELF SERVICE SUBSYSTEM
FOR CLASSIFYING USER CONTEXTS**Dated:** June 7, 2004**Confirmation No:** 6851Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**AMENDMENT**

Sir:

Applicants respectfully request the consideration and entry of the following amendments and remarks in the above-identified application

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 11 of this paper.

CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this paper is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Dated: June 7, 2004
Steven Fischman

1

G:\bm\105\14069\AMEND\14069.am4.doc